

M9614A-01

Modification Recommended Service Note

Supersedes:
NONE

M9614A PXIe Precision Source/Measure Unit, 1.25 MSa/s, 10 fA, 210 V, 315 mA

Serial Numbers: MY60300101, MY60300111-MY60300113

The Problem – The M9614A might fail if the product is used under certain condition described in the Situation section below.

Parts Required:

P/N	Description	Qty.
M9614-65001	High Resolution Source/Measure Unit	1

ADMINISTRATIVE INFORMATION

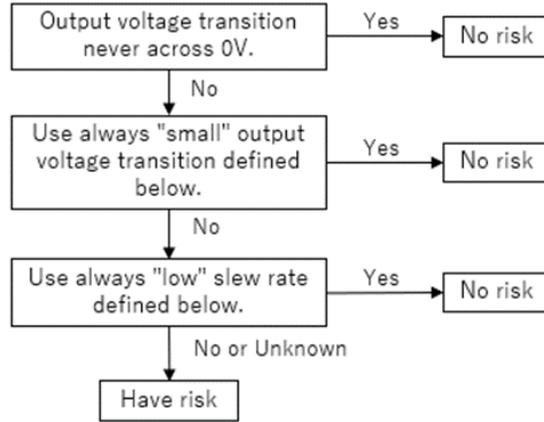
ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	X AGREEABLE TIME	LABOR:	2.0 Hours
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	X SERVICE CENTER		X SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS		<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	30 June, 2022
	X Calibration Required	PRODUCT LINE:	1H
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	HT

ADDITIONAL INFORMATION:

About the SERVICE INVENTORY: All the service inventory is already replaced with good ones. So, no more actions required.

Situation:

If the voltage transitions across 0V and is big with high slew rate, the M9614A gets unexpected electrical stress. And it might fail if it gets stress many times. Whether it has failure risk or not depends on the product application. If the M9614A is used always under one of the three conditions shown in the below figure, it can continue to be used.



NOTE: The definition of the "small" output voltage transition (Vstart -> Vstop)
 If one or both of Vstart and Vstop is less than a threshold V, the transition is "small". The threshold V depends on "measurement ranging mode" and "current range" as shown in the below table.

measurement ranging mode	current range	threshold V [V]
SEAMLESS	less than or equal to 10mA	8.0
other than above		11.5

NOTE: The definition of the "low" slew rate operation
 The slew rate operation is "low" by operation mode and current range as shown in the below table.

current range	operation mode	
	Standard	PS
10uA	low	low
100uA	low	low
1mA	low	high
10mA	high	high
100mA	low	high
500mA	low	high

Solution/Action:

Please contact your nearest Keysight Contact Center at this link, www.keysight.com/find/assist to have your unit to be exchanged. (This product is not customer repairable.)

Revision History:

Date	Service Note Revision	Author	Reason for Change
Jun 21, 2021	01	Hiro Tsunemoto	As Published